De Anza College Office of Institutional Research and Planning

To: Senior Staff

From: Ola Sabawi, Research Analyst

Date: 4/15/2020

Subject: Covid-19 Survey – Spring 2020

The Spring 2020 Covid-19 survey was sent to all students registered for the spring quarter the Monday before the quarter was traditionally scheduled to start (15,067 students) and the Monday of Flex week (15,691 students). The purpose of the survey was to better understand the needs of students as the college transitions to a fully online spring quarter. 3,185 responses were collected, resulting in a 20% response rate.

Students were given the opportunity to share an issue they were facing and their contact information for a De Anza employee to contact them to offer assistance. The areas in which students identified they needed additional help included: computers and software, financial aid, academic counseling, tutoring, Canvas and Zoom assistance and training, ordering textbooks, refunds and paying for courses, DSPS, EOPS, Veterans services, psychological counseling, online library resources, food assistance and health center services. Thank you to the offices across the college who responded to over 1,000 requests for additional assistance.

Highlights

Percentages were calculated based on the total valid responses to each question.

- Nearly all respondents **are aware that spring classes will be held online** and **for the entire quarter** (questions 1-3).
- Over seventy five percent of respondents **prefer to receive information from the college via email** while less than a quarter prefer text notifications (question 4).
- Two-thirds of respondent **know they can order textbooks and course materials online** (question 5).
- Almost **all respondents have access to a desktop, laptop or tablet to complete their coursework** while **3% only have access to a smartphone** (question 6).
- Most respondents indicated they **have access to reliable internet service, over a quarter do not have a quiet place to do their class work, and a quarter are concerned about running out of data** when using their phone to complete coursework. (questions 7-9).
- Most respondents indicated **they have used Canvas and feel very comfortable with it or somewhat comfortable with it**. However, 17% indicated they are not yet comfortable with it or have not used it (question 10).

- Half of respondents indicated they have used Zoom and feel very comfortable with it or somewhat comfortable with it while **half of respondents are not yet comfortable with Zoom** or have not used it (question 11).
- The online learning tools that respondents are comfortable with and already use are **YouTube** followed by **Skype** then **Instagram/Instagram Live** (question 12).
- One-third of respondents indicated they need access to software to complete their coursework including the **Microsoft Office Suite** and the **Adobe Suite** (question 13).
- **Forty percent of respondents have lost employment** because of the recent closures related to the Coronavirus (question 14).
- The student services respondents anticipate needing during online spring, in order of need, are (question 15):
    1. Academic counseling
    2. Tutoring and Student Success Center
    3. Admissions and Records
    4. Financial Aid
    5. Library resources
    6. Transfer Center resources
    7. Training on using Canvas and/or Zoom
    8. Technical assistance if having trouble with online courses
    9. Food, housing, internet, computer and financial emergency resources
    10. Psychological counseling
    11. Health Services
    12. Assessment Center
    13. Disabled students' services
    14. Tax preparation
    15. Veterans services

Survey Results

Awareness: Q1 – Q3

- 99% (3,144) of survey respondents were aware that spring classes will be held online.
- 95% (3,021) of respondents were aware that spring classes will be held online for the entire quarter.
- 98% (3,103) of respondents were aware that classes will begin on April 13.

	Total Responses	Yes		No		I had not heard about this yet	
Are you aware that all spring classes will be held online?	3,179	3,144	99%	17	1%	18	1%
Are you aware that spring classes will be online for the entire quarter?	3,169	3,021	95%	72	2%	76	2%
Are you aware that spring classes will begin on April 13, one week later than originally scheduled?	3,173	3,103	98%	36	1%	34	1%

4. How would you prefer to receive important communications from the college? You may write in other options for receiving notifications.

- Over three quarters (76%, 2,412) of respondents prefer to receive information from the college via emails while less than a quarter prefer text notifications. Of the write in responses, the largest response (47%, 17) was for both email AND text messages to receive information from the college.

	Responses	
Email	2,412	76%
Text	693	22%
Push notification from the De Anza College mobile app	32	1%
Other	38	1%
Total	3,175	100%

	Responses	
Prefer both email and text methods of communication at once	17	47%
Prefer all three methods of communication at once (email, text, and mobile app)	10	28%
Prefer communication through Canvas	3	8%
Prefer posted communication on De Anza's website	2	6%
Any method of communication is satisfactory	1	3%
Prefer both the mobile app push notification and text at once	1	3%
Prefer email, text, and posted on De Anza's website	1	3%
Prefer to be contacted by phone	1	3%
Total	36	100%

5. Did you know that you can order books and course materials, as well as computers and calculators, online from the Bookstore?

- Two-thirds (66%, 2,083) of respondents know they can order textbooks and course materials online.

	Responses	
Yes	2,083	66%
No	1,091	34%
Total	3,174	100%

6. Do you have access to a device on which to do your classwork and which device will you be using most often for your classwork? (Select only one)

- Almost all respondents (97%, 2,832) have access to a desktop, laptop or tablet to complete their coursework, of these students, 6% (179) must share one of these devices with someone else. Additionally, 3% (81) of respondents only have access to a smartphone to complete their coursework.

	Responses	
Desktop/laptop of my own	2,543	87%
Tablet of my own	119	4%
Shared desktop/laptop	170	6%
Shared tablet	9	0%
Smartphone	81	3%
Other	6	0%
Total	2,928	100%

Access: Q7 – Q9

- 91% (2,899) of respondents indicated they have access to reliable internet service.
- 73% (2,313) of respondents indicated they have a quiet place to do their class work.
- 58% (1,783) of respondents were not concerned about running out of data on their plan.

	Total	Yes		No		Not sure	
Do you have access to reliable internet service?	3,176	2,899	91%	277	9%	—	—
Do you have access to a quiet place to do your classwork?	3,164	2,313	73%	851	27%	—	—
If you will be using a smartphone for your classwork, are you concerned about running out of data on your plan?	3,100	747	24%	1,783	58%	570	18%

10. How confident are you in your ability to use Canvas for your online classes?

- 82% of respondents (2,623) indicated they have used canvas and feel very comfortable with it or somewhat comfortable with it. However, 17% (554) indicated they are not yet comfortable with it or have not used it.

	Responses	
I have used Canvas and feel very comfortable with it.	1,530	**48%**
I have used Canvas and feel somewhat comfortable with it.	1,093	**34%**
I have used Canvas but am not yet comfortable with it.	263	**8%**
I have heard of Canvas but never used it.	166	**5%**
I do not know what Canvas is.	125	**4%**
Total	3,177	**100%**

11. How confident are you in your ability to use Zoom for your online classes?

- Half of respondents (50%, 1,430) indicated they have used Zoom and feel very comfortable with it or somewhat comfortable with it. However, the other half of respondents (1,749) indicated they are not yet comfortable with it or have not used it.

	Responses	
I have used Zoom and feel somewhat comfortable with it.	894	**28%**
I have heard of Zoom but never used it.	796	**25%**
I have used Zoom but am not yet comfortable with it.	704	**22%**
I have used Zoom and feel very comfortable with it.	536	**17%**
I do not know what Zoom is.	249	**8%**
Total	3,179	**100%**

12. What other online learning tools are you comfortable and familiar with already? (for example: Instagram Live, Loom, YouTube, Skype, etc.)

- 42% (1,143) of respondents indicated they are comfortable and familiar with YouTube at the highest rate of self-reported online learning tools, followed by Skype (15%, 406), then Instagram/Instagram Live (11%, 283).

	Responses	
YouTube (Pre-recorded lectures or YouTube Live)	1,143	42%
Skype	406	15%
Instagram/ Instagram Live	283	11%
Have no experience with any online learning tools	149	6%
Discord	112	4%
Google G Suite (Drive, Docs, Hangouts, Meet, Jamboard, Docs, Sheets)	71	3%
Comfortable with any/all learning tools	60	2%
Google Classroom	56	2%
Zoom	54	2%
Facebook (Groups, Live, Messenger)	54	2%

13. Do you need software on your computer that you do not currently have, in order to be successful in your classes (for example: Word, QuickBooks, Java, Excel, Adobe Suite, ArcView, Dragon, SSPS, etc.)

- One-third of respondents (37%, 1,148) indicated they need access to a special software. Of these students, 57% (934) need access to the Microsoft Office Suite and 19% (313) need access to the Adobe Suite.

	Responses	
Yes	1,148	37%
No	833	27%
Not sure	1,159	37%
Total	3,140	100%

13a. What software do you currently not have and need? (for example: Word, QuickBooks, Java, Excel, Adobe Suite, ArcView, Dragon, SSPS, etc.)

	Responses	
Microsoft Office (Word, Excel, Powerpoint)	934	57%
Adobe Suite	313	19%
Quickbooks	109	7%
Java	100	6%
Dragon	40	2%
ArcView	33	2%
SPSS	28	2%
SolidWorks	12	1%
C	10	1%
Maya	6	0%
MS Access	5	0%
Creo	5	0%
Siemens NX	5	0%
Visual Studio	5	0%
Autodesk	4	0%
PremierPro	4	0%
Python	4	0%
MasterCam	3	0%
MS Project	3	0%
ProTools	3	0%
Windows 10	3	0%
Total	1,629	100%

14. Did you lose employment because of recent closures related to the Coronavirus?

- 41% of respondent (1,286) have become unemployed due to recent closures related to the Coronavirus.

	Responses	
Yes	1,286	41%
No	1,853	59%
Total	3,139	100%

15. Do you anticipate needing any of the following services to support you in spring? Upon submitting this survey, you will be redirected to a website with information about each of these resources. (Select all that apply)

	Responses	
Total Responses	*2,193*	*100%*
Counseling - Academic	1,129	**51%**
Tutoring and Student Success Center (Tutoring, Writing Center, Science and Math Center)	1,095	**50%**
Admissions and Records (registration assistance, add code help, paying fees, applying for graduation, etc.)	962	**44%**
Financial Aid	826	**38%**
Library resources	703	**32%**
Transfer Center resources	587	**27%**
Training on using Canvas and/or Zoom	493	**22%**
Technical assistance if having trouble with online courses	403	**18%**
Food, housing, internet, computer and financial emergency resources	390	**18%**
Counseling - Psychological	279	**13%**
Health Services	243	**11%**
Assessment Center	201	**9%**
Disabled student services	180	**8%**
Tax preparation assistance	151	**7%**
Veterans services	68	**3%**